

SOPHIE NGO

Master of IT Student | IT Support, Data Analytics, and Collaboration Tools
Melbourne, Victoria, Australia | sophiengo1811@gmail.com | (+61) 431 533 708
LinkedIn: Sophie Ngo

CAREER SUMMARY

Career changer with a background in customer and data-focused roles, previously working with global organisations including Citi, HSBC, and Global Sources. Developed a deep understanding of user needs and business processes, applying analytical and communication skills to practical IT delivery.

Skilled in Microsoft 365 (Excel, Teams, SharePoint), IT and programming tools (HTML, CSS, Java, and modern frameworks), systems support (ServiceNow), and data visualisation (Power BI, Tableau, SQL). Adept at documenting technical processes, collaborating with cross-functional teams, and transforming complex data into actionable insights that drive performance and continuous improvement.

TECHNICAL SKILLS

Technical & Office Tools: Microsoft 365 (Excel, Word, PowerPoint, Teams, SharePoint, Outlook), Windows 11/macOS, ServiceNow

Programming & Development: SQL, Python, R, C#, .NET, Java, HTML, CSS, JavaScript, Playwright, Git, GitHub, Jenkins

Data and Analysis: Data Wrangling and Cleaning (Pandas, Power Query), Data Modeling (ERD, normalization, schema design), Statistical Analysis (R/Python), Visualization (Power BI, Tableau)

Business Analysis and Process Improvement: Stakeholder Engagement, Requirements Gathering, Process Mapping (BPMN), SWOT, GAP, Root Cause Analysis, Documentation and Reporting

Project and Collaboration Tools: Jira, Trello, Microsoft Visio, Lucidchart, Figma, Miro, Visual Studio Code, Jupyter Notebooks

Professional Strengths: Communication, Problem Solving, Stakeholder Support, Collaboration, Attention to Detail, Data Security Awareness, Continuous Learning

EXPERIENCE

SkillPixel – AI Learning Platform

Melbourne, Australia

ICT Business Analyst (Internship)

Mar 2025 – Oct 2025

- Collaborated with cross-functional teams in Australia and Vietnam to analyse workflows and identify functional improvements for the AI-driven learning platform.
- Gathered, documented, and validated user requirements, translating stakeholder input into over 30 detailed user stories that captured diverse use cases and improved backlog clarity using Jira and Confluence, resulting in a 25% increase in developer efficiency measured by Jira Analytics.
- Contributed to platform enhancement projects that improved learner experience and accessibility, driving higher engagement and usability.
- Facilitated agile sprint planning, task tracking, and backlog management to support timely delivery of new features and ensure continuous alignment with project goals.

UniConnect – UniGroup

Remote

Mentor (Part-time)

May 2025 – Oct 2025

- Mentored university students exploring careers in data, business analysis, and international business, helping them translate academic knowledge into practical skills.
- Conducted one-on-one sessions on industry expectations, technical competencies, and professional development pathways.

- Supported mentees in setting learning goals, identifying skill gaps, and improving confidence for internship and graduate applications; 100% of mentees reported improved readiness for job interviews.
- Built strong mentoring relationships through active listening and tailored guidance, improving mentee engagement and outcomes.

Citibank – Commercial Banking

Ho Chi Minh City, Vietnam

Administration Officer (Full-time)

Mar 2024 – Jan 2025

- Managed operational databases, documentation, and reporting to support commercial banking workflows and regional coordination.
- Appointed Project Lead for the AMC Data Migration Project, coordinating data reconciliation and validation across 16 key fields and multiple internal systems.
- Streamlined communication between the Business Planning & Analysis team and regional offices, improving reporting accuracy and efficiency.
- Developed standardised templates and validation logic, reducing manual rework and enhancing cross-team collaboration.
- Improved reporting consistency through automated processes for quarterly industry and sales performance reports.

HSBC – International Subsidiary Banking

Ho Chi Minh City, Vietnam

Business Support Analyst (Internship)

Jun 2023 – Mar 2024

- Supported Relationship Managers in onboarding multinational clients, ensuring compliance with financial crime and risk assessment requirements.
- Monitored and maintained ServiceNow tickets for client and internal support requests, ensuring timely resolution and proper documentation.
- Consolidated and optimised tracking of client contracts and account documentation, reducing internal turnaround time by 15%.
- Conducted data analysis for monthly FDI and quarterly business reports, providing insights to inform regional strategy and planning.
- Received positive feedback for consistency, accuracy, and professionalism in stakeholder communications.

Global Sources – B2B Media Company

Ho Chi Minh City, Vietnam

Project Assistant (Internship)

Mar 2023 – Jun 2023

- Assisted in organising Vietnam's first Global Sources Trade Show, coordinating logistics for 8,000+ booths and 10,000+ products.
- Cleaned and standardised a CRM database of 3,000+ international buyers and suppliers, enhancing data quality for targeted outreach.
- Conducted market and competitor research to support event marketing and partnership strategies.
- Strengthened client relationships through personalised outreach and communication, increasing attendee engagement.
- Recognised by senior management for initiative, attention to detail, and reliability in event preparation and execution.

EDUCATION

Master of Information Technology

Feb 2024 – Current

Deakin University, Melbourne, Australia

- **Relevant Units:** Object-Oriented Development (HD 87), Database Fundamentals (HD 80), Software Requirements Analysis and Modelling (HD 90), Web Technologies and Development (D 77), Analytics for Security and Privacy, Applied Software Engineering, Information Technology Innovations and Entrepreneurship, Professional Practice in IT

Bachelor of Applied Data Science and International Business

Jun 2021 – Dec 2024

Western Sydney University

- **Award:** 50% Entry Scholarship for Academic Merit

PROJECTS

FeedbackLense – Internal Survey System

Sep 2025 – Oct 2025

GitHub: [aswinsoman/FeedBack-Lense](#) | GitHub: [callmesoffie1811/FeedBack-Lense](#)

Led a cross-functional student team to design and develop a full-stack internal survey analytics platform using Node.js, Express, MongoDB, and Vanilla JS. Integrated AI-powered sentiment analysis, keyword extraction, and automated PDF reporting. Built a Material Design dashboard with real-time insights and implemented JWT authentication, bcrypt encryption, and 435+ E2E Playwright tests for secure, reliable deployment.

Intrusion Detection – Comparative ML Study (NSL-KDD & IoT Telemetry)

Sep 2025 – Oct 2025

Built a reproducible Python pipeline (data prep, scaling, imbalance handling, 3-fold CV, grid search) to compare seven algorithms for IDS: Random Forest, KNN, Decision Tree, SVM, Logistic Regression, Naive Bayes, and AdaBoost.

Lua Vang – Local Rice Business Website

Mar 2024 – Jun 2024

Lua Vang Company Website

Designed and developed a responsive business website for a local Vietnamese rice brand using HTML, CSS, and JavaScript. Collaborated with business stakeholders to showcase brand identity, improve accessibility, and enhance customer engagement through modern UI/UX and SEO optimization.

Data Processing and Automation (Healthcare Dataset)

Sep 2024 – Dec 2024

Built an end-to-end data automation pipeline using Python for healthcare records (650,000+ entries). Cleaned and standardized data, built ML models (SVM, Random Forest, DNN) with 90% accuracy, and visualized outcomes in Tableau to identify key performance trends across demographic segments.

Multidimensional Data Visualization (UNDP Dataset)

Jun 2024 – Sep 2024

Used Tableau to analyze GDP, HDI, and CO₂ emission trends across 100+ countries. Delivered an interactive dashboard with comparative analytics and actionable insights on sustainability and economic development indicators.

CERTIFICATIONS

JavaScript Essential Training — LinkedIn Learning

2025

Data Analytics for Business Professionals — IIBA

2024

Data Analytics with Microsoft Power BI — VEF Academy

2024

Foundation of Commercial Banking — NASBA

2024

Data Preprocessing with VBA & Excel — University of Science

2023

VOLUNTEER EXPERIENCE

Event Support – DUSA

Oct 2025 – Present, Melbourne, Australia

Supported campus events and student engagement activities, helping new students connect with clubs and university resources.

REFERENCES

Hy Nguyen — CEO, SkillPixel; AI PhD Candidate, Deakin University; Tutor Head, Swinburne University

Email: hy.nguyen@deakin.edu.au

Steven Ngo — Software Engineer, Xero

Email: steven.ngo@xero.com

Huong Bui — SVP, Multinationals, HSBC Vietnam

Email: huong.bui@hsbc.com.vn

Tien Phung — Director, Citi Commercial Bank Vietnam

Email: tienvan.phung@citi.com